

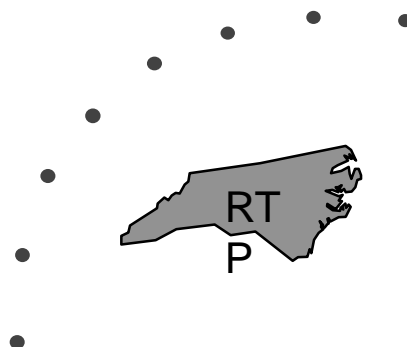
OS/2 TCP/IP SOFTWARE UPDATES (RSUINST.EXE)

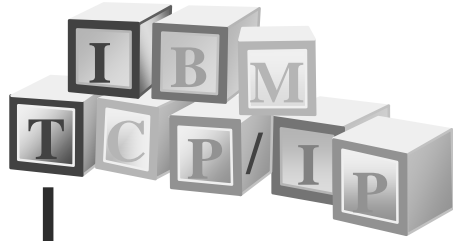
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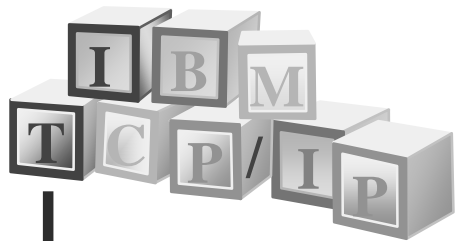




Overview

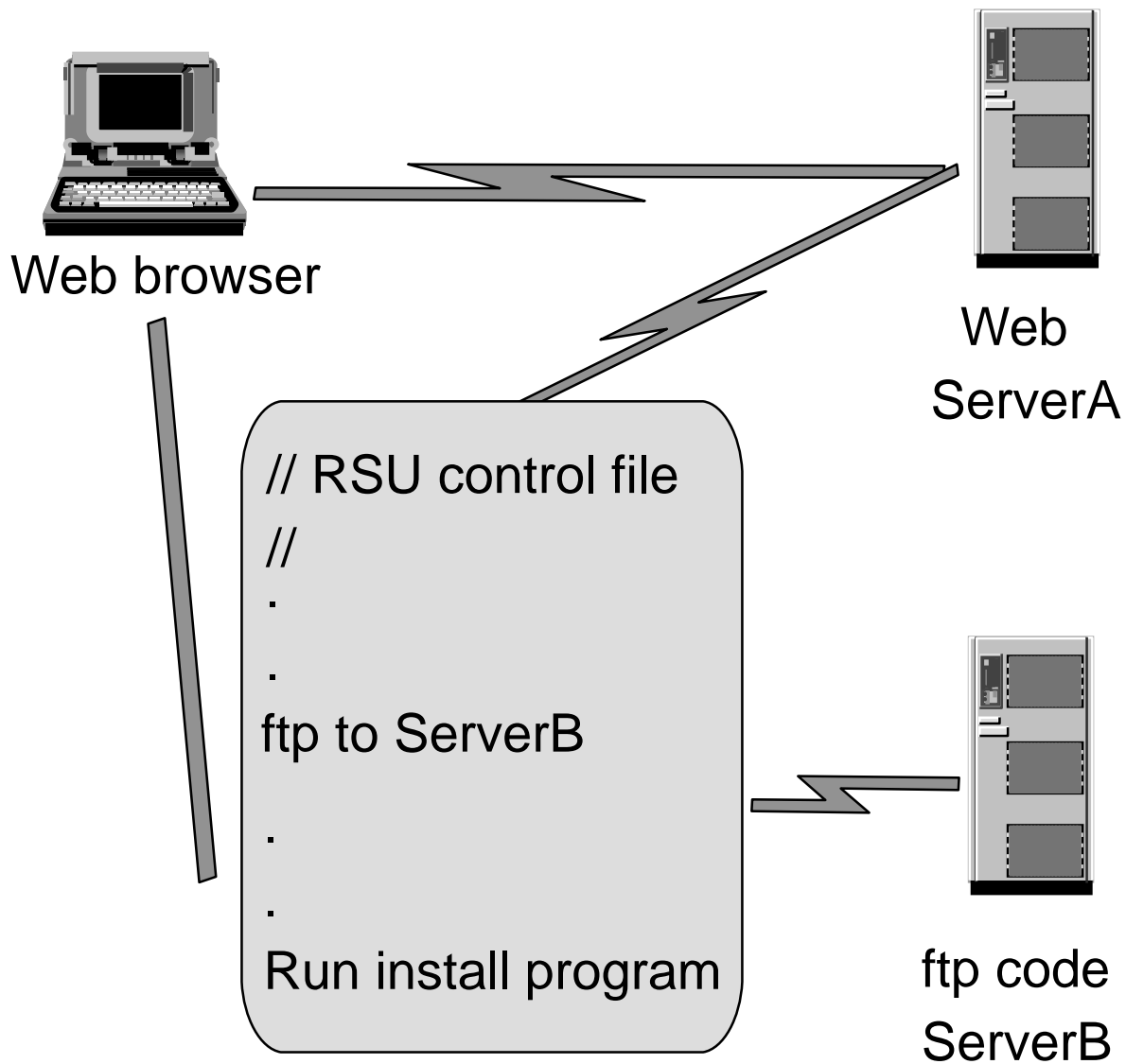
- Description

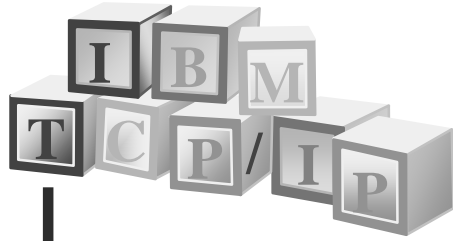
f Software Updates is a web browser helper application that provides the function of retrieving and installing code fixes and updates over the Internet.



Overview Picture

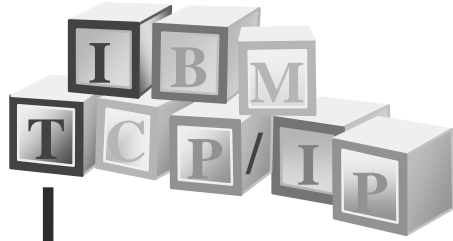
- Basic Flow of Software Updates
Helper Application





Terminology

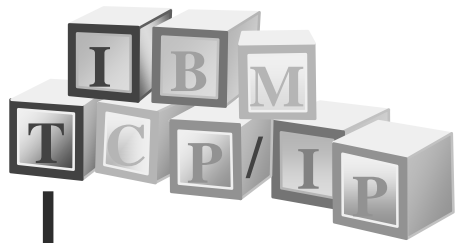
- RSU - acronym for the Retrieve Software Updates installation utility.
- Remote Install - A type of RSU installation that must FTP the installation package file(s) to the local machine before doing the installation.
- Local Install - A type of RSU installation that can install packages from a locally accessible drive.
- Get Install - A type of RSU installation that will only get the package file(s) to your machine for installing later.
- HTML - HyperText Markup Language. A Script-like language that defines the appearance of a web page.
- URL - Uniform Resource Locators - These point to a file that a web browser may get and display or pass to a "helper application" such as the Software Updates utility.
- Hotlink - This is a term used to describe a HREF tag in HTML.



Overview - Features

- Supported

- f* Get files from a remote machine using FTP to get the packages to the local machine.
- f* Get and install files from a remote machine to a local machine.
- f* Install from a local or networked drive.
- f* Will work with any Web Browser or Web Server **(if configured properly)**.
- f* In Warp Connect V4 it will be installed and configured to work with the IBM Web Explorer.



Overview - Features

Cont...

- Unsupported

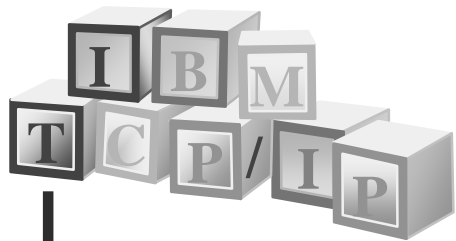
- f*Currently, the Netscape Browser is not PRECONFIGURED to work with the Software Updates helper application.

- This work **MUST** be provided by the group that will be making the Netscape browser available.

- f*This function will not work with web servers that deliver RSU files as UNKNOWN mime type files and set the file type to TEXT.

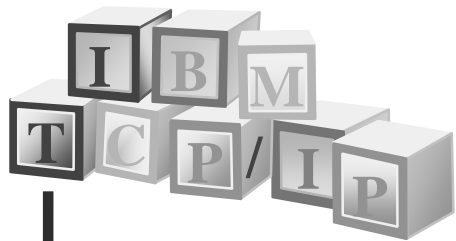
- These servers must be configured to deliver .RSU files as www/unknown for the web browser to recognize when to start the Software Updates helper application.

- TIP:** A common web server that will need to be configured is the **NCSA** web server. This server sets the mime type of unknown file extensions to text/unknown which will not work.



Limitations & Dependencies

- Requires **one** of the following configurations, to be installed:
 - f* Warp Connect V4 (Merlin)
 - f* Warp V3 with IAK -or-
 - f* Warp Connect -or-
 - f* Warp Server
 - And the update that will be made available on software.updates.ibm.net.
- The Software Updates helper application is **NOT** an Installer program. It's job is to get the files needed to do an installation and launch an Installation program to do the actual install.



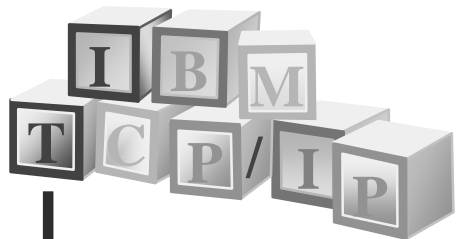
Installation

- The following executable configuration files are installed as part of Warp Connect V4:

*f*rsuinst.exe

*f*rsuinst.cat

*f*rsuinst.dll

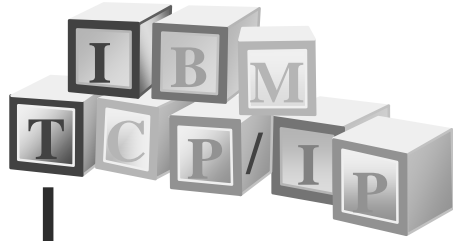


Configuration & Setup

f For Warp Connect V4 customers all configuration will happen during installation.

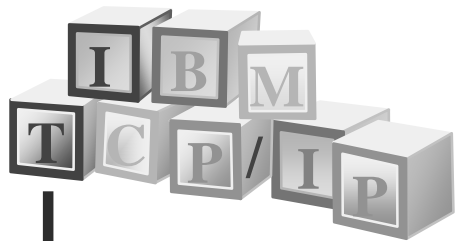
f For users who do not have Warp Connect V4, a package will be made available on the existing Retrieve Software Updates gopher server that will do the following:

- install RSUINST.EXE
- update/add to explore.ini to use mailcap and extmap files
- update/create mailcap file
- update/create extmap file



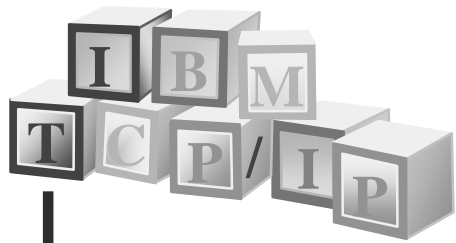
Invocation & Startup

- This program is a Web browser helper application and is started by the web browser to process files that have the extension of **.RSU**.



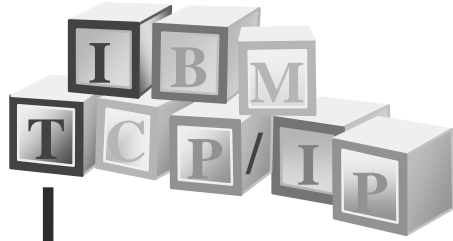
Error Messages, Codes & Logs

- All messages are documented in the Design documentation.
- A new **rsuinst.log** file will be created and will overwrite the old one each time the Web Browser processes an **.RSU** file. It will be located in the *\os2\install* directory.



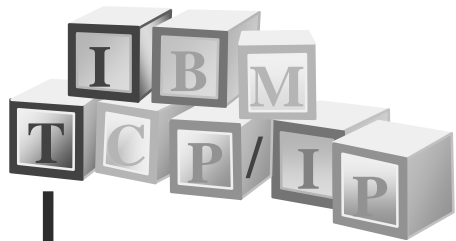
Common User Problems

- There should be **NO** "common" user errors once the Software Updates helper application is installed properly.
 - all software packages put on the web server should be tested prior to making them available to the public on the server
- If the Software Updates application does not work it was probably not installed correctly.
 - f Symptom:* When the user selects a Software Updates package the package is either displayed as text or FTPed by the Web Browser.
 - f Cause:* The most common way this may happen is when a non Warp Connect V4 user updated their Web Browser with this function and did **NOT** bring down the Web Browser during the installation. This will cause the installation to fail because the explore.ini file will **NOT** get updated.



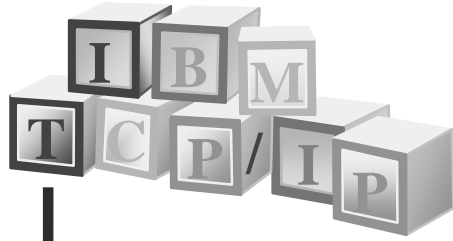
Common User Problems Continued...

- The Web Browser displays the RSU file appears as a TEXT document
 - f Symptom:* When the user selects the package from the Web Server to be downloaded and it appears as a text document in the view window.
 - f Cause:* The server is not properly configured
- An FTP file error occurs during an installation.
 - f Symptom:* The user gets an FTP error message.
 - f Cause:* The RSU package is either pointing to the wrong place or the FTP site is having problems.



Debugging & Troubleshooting

- Your best bet for debug information is to check the **rsuinst.log** file that is located in the `\os2\install` directory.
- Also, you may want to contact the owner of the Web site that contains the .RSU file that is not installing correctly. They will want to know about the problem and may be able to fix the problem before it becomes noticed by many people.



Source and Reference material

- All Source Code is in CMVC.
 - f*family = wstcp
 - f*component = newupdate
 - f*release = os2apps32 & os2apps32nls
- Design documentation is in CMVC
 - f* family = wstcp
 - f* component = os2design
 - f* release = os2apps32